Carlos Hernández Mayor

Luis Gonzalez
Council President

Katharine E. Cue-Fuente Council Vice President



City Council Agenda February 28, 2017 7:00 P.M. Council Members
Jose F. Caragol
Vivian Casáls-Muñoz
Isis Garcia-Martinez
Paul B. Hernández
Lourdes Lozano

Call to Order

Roll Call

Invocation

Pledge of Allegiance to be led by Councilman Jose Caragol.

Meeting Guidelines

The following guidelines have been established by the City Council:

> ALL LOBBYISTS MUST REGISTER WITH THE CITY CLERK

- As a courtesy to others, please refrain from using cellular telephones or other similar electronic devices in the Council Chamber.
- A maximum of three (3) speakers in favor and three (3) speakers in opposition will be allowed
 to address the Council on any one item. Each speaker's comments will be limited to three (3)
 minutes.
- No signs or placards, in support of or in opposition to an item or speaker, shall be permitted within the Council Chamber.
- Members of the public may address the City Council on any item pertaining to City business
 during the Comments and Questions portion of the meeting. A member of the public is limited
 to one appearance before the City Council and the speaker's comments will be limited to three
 (3) minutes.

Presentations -

- > (1) Pre-legislative session presentation by State Representative Bryan Avila.
- Presentation by the Hialeah Police Department to recognize Hialeah Police Officer Carlos Baez for his brave service and tours of duty abroad, as an honorable member of the United States Air Force.
- > (3) Presentation by the Hialeah Police Department of an Outstanding Citizen Award

to Alex Perez of Florida Gun Center, for operating a successful, ethical and respectable business in our community.

1. Announcement of Amendments/Corrections to the Agenda

2. Consent Agenda-

All items listed with letter designations are considered routine and will be enacted by one motion. There will be no separate discussion of these items unless a Councilmember, the Mayor or a resident so requests, in which case the item will be removed from the consent agenda and considered along with the regular order of business.

- **A.** Request permission to approve the minutes of the City of Hialeah Council Meeting held on February 14, 2017. (OFFICE OF THE CITY CLERK)
- **B.** Report of Scrivener's Error Item H of the City Council Meeting of February 14, 2017 was approved without the allocation of the expense. The item has been amended to reflect that the expenditure amount of \$9,733.60 will be funded after a supplemental appropriation of \$9,733.60 into account 105.1000.521.640 and revenue account 105.1000.342.110. (OFFICE OF MANAGEMENT AND BUDGET)
- C. Report of Scrivener's Error Item G of the City Council Meeting of February 14, 2017 was approved without the allocation of the expense. The item has been amended to reflect that the expenditure amount of \$13,000 will be funded after a supplemental appropriation of \$13,000 into account 127.1000.521.491 and revenue account 127.1000.342.110. (OFFICE OF MANAGEMENT AND BUDGET)
- **D.** Request permission to waive competitive bidding, since it is advantageous to the City in that this vendor currently services the elevators in all of the City's buildings, and extend the contract term between the City and Schindler Elevator Corporation, pursuant to Hialeah Bid # 2008/09-8500-36-001 *Elevator Maintenance/Purchasing*, for a period of one year commencing on October 1, 2016 and ending on September 30, 2017, in a total cumulative amount not to exceed \$53,197.44, which includes an additional \$15,000 to cover any repairs not included in the maintenance agreement. (CONSTRUCTION AND MAINTENANCE DEPT.)
- E. Request permission to issue a purchase order to D'Elite Floors of Miami, Inc., to complete the renovation of the men's locker room at Milander Pool, in a total cumulative amount not to exceed \$14,236.25. Further request permission to waive competitive bidding and increase the contract amount by an additional amount of \$4,761.75, for the renovation of the main lobby, which was not included in the bid, and by an additional amount of \$1,900 which is a ten percent (10%) contingency for any unforeseen conditions that may arise during the renovation work, for a total cumulative expense amount of \$49,658.75, including the women's locker room which has been completed. On January 12, 2016 the City Council awarded Hialeah Bid # 2015/16-3230-00-005 *Milander Pool Porcelain Tile*, to this vendor, lowest responsive and responsible bidder, for the renovation of the women's locker room and the men's locker room. (DEPT. OF CONSTRUCTION AND MAINTENANCE & DEPT. OF GRANTS AND HUMAN SERVICES)

- **F.** Proposed resolution authorizing the placement of property insurance through the services of Arthur J. Gallagher Risk Management Services, Inc., an Illinois Corporation, to insure city property, including, but not limited to, buildings, contents, property, equipment, and vehicles, for an annual premium of \$566,659 commencing on March 10, 2017 and expiring on March 10, 2018 through layered insurance coverage for a combined and total maximum loss limit of \$25 million against damages caused by natural disasters and \$25 million against damages caused by all other perils, and a 5% deductible for a named windstorm and hail storm, subject to a \$250,000.00 deductible; placing required flood coverage on necessary properties in accordance with the National Flood Program at appropriate renewal periods; and providing for an effective date. (RISK MANAGEMENT)
- 3. Second reading and public hearing of proposed ordinance amending Chapter 18 entitled "Businesses", Article VIII. Secondhand Goods Dealers, Division 2. entitled "License", of the Code of Ordinances of the City of Hialeah, by adding a new section 18-466 entitled "Limitation on Number of Licenses"; providing for a drawing for new licenses; repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for severability; providing for inclusion in the code; providing for an effective date. (ADMINISTRATION)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

4. Second reading and public hearing of proposed ordinance amending Chapter 18 entitled "Businesses", Article VII. Precious Metals Dealers, Division 2. entitled "License", of the Code of Ordinances of the City of Hialeah, by adding a new section 18-406 entitled "Limitation on Number of Licenses"; providing for a drawing for new licenses; repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for severability; providing for inclusion in the code; providing for an effective date. (ADMINISTRATION)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

5. First reading of proposed ordinance establishing a temporary moratorium for a period of one hundred and eighty (180) days from the effective date of this ordinance on the processing, approval, or issuance of business tax receipts and development permits as the term is defined in Florida Statutes 163.3164(16), or issuance of any other license or permit, without further review and amendments to its code, for community residential homes or group homes as defined in Florida Statutes 419.001, residential care and treatment facilities §98-1986, limited supervisory residential care and treatment facilities § 98-1987, supervisory residential care and treatment facilities § 98-1988, Hialeah Code of Ordinances, or any other license or permit for the establishment or operation of detox treatment facilities, crisis stabilization units, prescribed pediatric extended care centers, residential detoxification and treatment centers, residential medical rehabilitation centers, adult congregate living facilities, assisted living facilities, adult day care centers, nursing homes, assisted care communities, and any other similar use whether or not licensed by the State of Florida through the Agency for Health Care Administration (AHCA) or the Department of Children

and Families (DCF), to provide the city with an opportunity to review, amend or enact regulations governing such uses; repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (ADMINISTRATION)

Item was approved by the Planning and Zoning Board on February 22, 2017.

- **6.** Board Appointments –
- 7. Unfinished Business -
- 8. New Business -
- 9. Comments and Questions –

Administration of Oath to all applicants and anyone who will be speaking before the City Council on any Zoning, Land Use or Final Decision item.

Attention Applicants: Items approved by the City Council are subject to the Mayor's approval or veto. The Mayor may withhold his signature or veto the item. If the Mayor's signature is withheld, the item is not effective until the next regularly scheduled meeting. If the Mayor vetoes the item, the item is rejected unless the Council overrides the veto at the next regular meeting.

ZONING

PZ 1. Second reading and public hearing of proposed ordinance granting a special use permit (SUP) to allow the extension of the Neighborhood Business District Overlay regulations; and granting a variance permit to allow 66 parking spaces, where 82 parking spaces are required, of which 23 will be surface parking spaces in front and 21 parking spaces will be on the side setbacks, where surface parking is not allowed; contra to Hialeah Code §§ 98-2189(16)a., 98-2189(16)c., and 98-1630.3(e)(4) to construct two three-story live/work buildings on property zoned M-1 (Industrial District). **Property located at 8250 West 21 Lane, Hialeah, Florida.** Repealing all ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Alejandro Arias, Esq., 701 Brickell Avenue, Suite 3300, Miami, Florida 33131, on behalf of Hialeah 1.2 Acres, LLC*)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Item was approved with conditions by the Planning and Zoning Board on February 8, 2017.

Registered Lobbyists: Hugo P. Arza, Esq., Alejandro J. Arias, Esq., Juan J. Mayol, Jr., Esq., and Michael Freire, Land Use Consultant

Planner's Recommendation: Approval with conditions

Owner of the Property: <u>Hialeah 1.2 Acres, LLC</u> Managers: Prestige Builders Group Management, LLC Fluid Capital, LLC Black River Partners, VI, LLC, 3258 Harrington Drive, Boca Raton, FL MPC Family Holdings, LLC, 16400 NW 59 Ave, 2nd Floor, Miami Lakes Arch III, LLC, 16400 NW 59 Ave, 2nd Floor, Miami Lakes, FL 33014 Rodriguez Family Capital Holdings, LLC, 16400 NW 59 Ave, 2nd Floor

PZ 2. Second reading and public hearing of proposed ordinance rezoning property from R-1 (One-Family District) to R-2 (One and Two Family Residential District); and granting a variance permit to allow construction of a duplex on each of five substandard lots, each having a frontage of 40 feet, where a minimum of 75 feet are required, a total lot area of 4000 square feet, where a minimum of 7,500 are required, a lot coverage of 38 percent, where a maximum of 30 percent is allowed; front setbacks of 21.5 feet and rear setbacks of 20 feet, where 25 feet are required for each; and side setbacks of 5 feet, where 7.5 feet is required, all contra to Hialeah Code §§ 98-545, 98-546, 98-547, 98-2056(b)(1) and (2). **Property located at 44XX East 10 Avenue Hialeah, Florida.** Providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Alari Holdings I, LLC, 16400 NW 59 Avenue, Miami Lakes, FL 33014*)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Item was approved by the Planning and Zoning Board on February 8, 2017.

Registered Lobbyists: Anthony Escarra and Alejandro Vilarello, 16400 NW 59 Avenue, 2nd Floor, Miami Lakes, FL

Planner's Recommendation: Approve rezoning from R-1 to R-2 and related variances with the aim to introduce renewal and redevelopment in the area.

Owner of the Property: Alari Holdings I, LLC, 16400 NW 59 Avenue, Miami Lakes, FL 33014

PZ 3. Second reading and public hearing of proposed ordinance rezoning property from C-1 (Restricted Retail Commercial) to P (Parking District). **Property located at 775 East 49 Street Hialeah, Florida.** Providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: MNVG Properties, P.O. Box 26-1750, Miami, Florida 33126*)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Item was approved as recommended by the Planning and Zoning Board on February 8, 2017.

Planner's Recommendation: Approve rezoning to P and deny reduced landscape buffer variance request.

Owner of the Property: MNVG Properties, P.O. Box 26-1750, Miami, Florida 33126

PZ 4. Second reading and public hearing of proposed ordinance granting a conditional use permit (CUP) pursuant to Hialeah Code § 98-1630.22(e) to allow the sale and consumption of malt beverages (beer) in the Alwood Artist Live/Work Overlay District, "Leah Art District"; granting a variance permit to allow 22 parking spaces, where 78 are required, all backing-out into the street, where back-out parking is only allowed in residential districts contra to Hialeah Code §§ 98-2189 and 98-2190, and waiving all of the City of Hialeah Landscape Manual requirements; **property located at 1395 East 11 Avenue, Hialeah, Florida** zoned M-1 (Industrial District); repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Zachary Swanson, 401 Jefferson Avenue, Miami Beach, Florida 33139*

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Item was approved with conditions by the Planning and Zoning Board on February 8, 2017.

Planner's Recommendation: Approve CUP and parking variance to allow 22 on-site parking spaces subject to Declaration of Restrictions.

Owner of the Property: Zachary Swanson, 401 Jefferson Avenue, Apt. 3, Miami Beach, Florida 33139

PZ 5. Second reading and public hearing of proposed ordinance repealing and rescinding Hialeah, Fla. Ordinance No. 05-52 (June 20, 2005) that rezoned property from Industrial and Office (county zoning designation) to (MH Industrial District); and rezoning from GU (Interim District) to (MH Industrial District). **Property located at 9100 West 40 Avenue Hialeah, Florida.** Providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (Applicant: Beacon Logistic Park, LLC)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Item was approved by the Planning and Zoning Board on February 8, 2017.

Registered Lobbyists: Jose Jimenez, Codina Management LLC, 2020 Salzedo Street, 5th Floor, Coral Gables, FL. 33134.

Registered Lobbyists: Joseph Goldstein, Tracy R. Slavens, Vanessa Madrid, Mercy S. Arce, Holland & Knight, 701 Brickell Avenue, Suite 3300, Miami, FL. 33131.

Planner's Recommendation: Approval

Owner of the Property: Beacon Logistic Park, LLC

PZ 6. First reading of proposed ordinance rezoning from GU (Interim District) to (MH Industrial District); property located in Hialeah Heights at 9100 West 40 Avenue Hialeah, Florida. Repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for

violation hereof; providing for a severability clause; and providing for an effective date. (Applicant: Beacon Logistic Park, LLC)

NOTE: Items PZ 6 and PZ 7 were heard as one item by the Planning and Zoning Board.

Item was approved by the Planning and Zoning Board on February 22, 2017.

Registered Lobbyist: Jose Jimenez, Codina Management LLC, 2020 Salzedo Street,5th Floor, Coral Gables, Florida 33134.

Registered Lobbyists: Joseph Goldstein, Vanessa Madrid, Tracy Slavens, Holland & Knight, 701 Brickell Avenue, Suite 3300, Miami, Florida 33131.

Planner's Recommendation: Approval

Owner of the Property: Beacon Logistic Park, LLC

PZ 7. First reading of proposed ordinance granting a variance permit to allow parking areas within 60 feet adjacent to the property line that abut street frontages to be paved with asphalt (where pavers, stamped concrete or stamped asphalt are required); to allow block sizes larger than the required 660 feet by 330 feet; building heights of 50 feet (45 feet maximum allowed); to allow parking areas to be located within 10 feet of the front property line (20 feet required); waiving direct pedestrian access from the street sidewalk and from parking areas; to allow reduced parking requirements for warehouse distribution use at the ratio of 1 parking space for each 1000 square feet of gross floor area (where the minimum of 750 feet is required); waiving minimum landscape requirements pursuant to § 98-2233 Hialeah Code of Ordinances; all contra to Hialeah Code of Ordinances §§ 98-1597(b) 98-1601(b),(d),(f)(5), and (m); 98-2189(6); property located in Hialeah Heights at 9100 West 40 Avenue Hialeah, Florida, identified by folio no. 04-2020-001-0072 and folio no. 04-2020-001-0030, collectively consisting of approximately 72 gross acres located north of NW 142 Street between NW 107 Avenue and NW 102 Avenue. Providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (Applicant: Beacon Logistic Park, LLC)

Registered Lobbyist: Jose Jimenez, Codina Management LLC, 2020 Salzedo Street,5th Floor, Coral Gables, Florida 33134.

Registered Lobbyists: Joseph Goldstein, Vanessa Madrid, Tracy Slavens, Holland & Knight, 701 Brickell Avenue, Suite 3300, Miami, Florida 33131.

Planner's Recommendation: Approval

Owner of the Property: Beacon Logistic Park, LLC

FINAL DECISIONS

FD 1. Proposed resolution approving the final decision of the Planning and Zoning Board, Decision No. 2017-02 that granted an adjustment on the property located at **890 SE 7th Avenue, Hialeah,**

Florida; and providing for an effective date. (Applicant: Nancy Jimenez, 890 SE 7 Avenue, Hialeah, Florida 33010)

Item was approved with conditions by the Planning and Zoning Board on February 8, 2017.

Planner's Recommendation: Approve front setback of 18.65 feet for 82 square feet open porch, approve rear setback of 6.16 feet for 85 square feet addition, approve 6 feet west side setback for carport open on three sides and approve 10 feet corner side setback with the condition that the east side wall is treated as a front facade that includes windows.

Owner of the Property: Nancy Jimenez, 830 SE 7 Avenue, Hialeah, FL., 33010.

FD 2. Proposed resolution approving the final decision of the Planning and Zoning Board, Decision No. 2017-03 that granted an adjustment on the property located at **1000 West 51 Place**, **Hialeah**, **Florida**; and providing for an effective date. (*Applicant: Guillermo Cue*, 1000 West 51 Place, Hialeah, Florida 33012)

Item was approved with conditions by the Planning and Zoning Board on February 8, 2017.

Planner's Recommendation: Approve rear setback of 6.2 feet and west side setback of 6.5 feet for 600 square feet terrace open on three sides.

Owner of the Property: Guillermo Cue, 1000 West 51 Place, Hialeah, FL., 33012.

LAND USE AMENDMENTS

LU 1. Second reading and public hearing of proposed ordinance amending the Future Land Use Map from Low Density Residential to Medium Density Residential; **property located at 2400 West 5th Way, Hialeah, Florida,** zoned R-2 (One and Two Family District); repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (Applicant: Ceasar Mestre, Esq. on behalf of CSC Realty Management, LLC, 7600 West 20 Avenue, #220, Hialeah, Florida 33016)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Planner's Recommendation: Approval

Approved by the Planning and Zoning Board on January 25, 2017

Registered Lobbyist: Ceasar Mestre, 7600 West 20 Avenue, Suite 220, Hialeah, FL 33016

Owner of the Property: CSC Realty Management, LLC, 13380 NW 104 Avenue

LU 2. Second reading and public hearing of proposed ordinance amending the Future Land Use Map from Transportation and Utilities to Industrial; **property located at 401 West 20**th **Street,**

Hialeah, Florida, zoned M-1 (Industrial District); repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Transoceanic Express Services, 401 West 20 Street, Hialeah, Florida 33010*)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Planner's Recommendation: Approval

Approved by the Planning and Zoning Board on January 25, 2017

Owner of the Property: E.L.R.E.H. Corporation, 401 West 20 Street, Hialeah, FL 33010 Roberto Ruiz, 11939 S.W. 72 Terrace, Miami, FL 33183 Eduardo Ruiz, 10315 N.W. 9 St Circle #302, Miami, FL 33172 Horacio Ruiz, 10730 S.W. 121 Court, Miami, FL 33186 Jose Ruiz, 7764 S.W. 157 Avenue, Miami, FL 33193

LU 3. Second reading and public hearing of proposed ordinance amending the Future Land Use Map from Low Density Residential to High Density Residential; **property located at 421 East 7**th **Street, Hialeah, Florida,** zoned R-1 (One Family District); repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Primus Place, LLC, 1474-A West 84 Street, Hialeah, Florida 33014*)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Planner's Recommendation: Approval

Approved by the Planning and Zoning Board on January 25, 2017

Owner of the Property: Primus Place, LLC, 1474-A West 84 Street, Hialeah, FL 33014 NuView IRA f/b/o L. Michael Osman, 1474-A West 84 Street, Hialeah East 13 Street, LLC, 1474-A West 84 Street, Hialeah, FL 33014 Redound Corp., 1474-A West 84 Street, Hialeah, FL 33014

LU 4. Second reading and public hearing of proposed ordinance amending the Future Land Use Map from Low Density Residential to High Density Residential; **property located at 2070 East 6th Avenue, Hialeah, Florida,** zoned R-1 (One Family District); repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Ben Fernandez, Esq., on behalf of Project 2070, LLC, 200 South Biscayne Boulevard, Suite 850, Miami, Florida 33131)*

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Planner's Recommendation: Approval

Approved by the Planning and Zoning Board on January 25, 2017

Registered Lobbyists: Gianeli Mestre, 200 South Biscayne Boulevard, Suite 850, Miami, FL

33131

Ben Fernandez, 200 South Biscayne Boulevard, Suite 850, Miami, FL

33131

Owner of the Property: Project 2070 LLC:

R. Medina Enterprises, Inc. Hidalgo Holdings, LLC R. Medina Enterprises, Inc.:

Frank Mena Rolando Medina

Hidalgo Holdings, LLC:

Richard Hidalgo Beatriz Hidalgo

LU 5. Second reading and public hearing of proposed ordinance amending the Future Land Use Map from Low Density Residential to High Density Residential; **property located at 545 West 24**th **Street, Hialeah, Florida,** zoned C-1 (Residential Retail Commercial District); repealing all ordinances or parts of ordinances in conflict herewith; providing penalties for violation hereof; providing for a severability clause; and providing for an effective date. (*Applicant: Gilberto Aguila, 5735 West 12 Lane, Hialeah, Florida 33012*)

Item was approved by the City Council on first reading on February 14, 2017. Second reading and public hearing was scheduled for February 28, 2017.

Planner's Recommendation: Approval

Item was approved by the Planning and Zoning Board on January 25, 2017

Owner of Property: Gilberto Aguila, 5735 West 12 Lane, Hialeah, FL 33012

NEXT CITY COUNCIL MEETING: Tuesday, March 14, 2017 at 7:00 P.M.

NEXT CHARTER SCHOOL OVERSIGHT COMMITTEE MEETING: Tuesday, May 23, 2017 at 6:30 p.m.

Anyone wishing to obtain a copy of an agenda item should contact the Office of the City Clerk at (305) 883-5820 or visit at 501 Palm Avenue, 3rd Floor, Hialeah, Florida, between the hours of 8:30 a.m. and 5:00 p.m.

Persons wishing to appeal any decision made by the City Council, with respect to any matter considered at the meeting, will need a record of the proceedings and, for such purposes, may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

An ordinance or resolution shall become effective when passed by the City Council and signed by the Mayor or at the next regularly scheduled City Council meeting, if the Mayor's signature is withheld or if the City Council overrides the Mayor's veto. If the Mayor's veto is sustained, the affected ordinance or resolution does not become law and is deemed null and void.

In accordance with the Americans with Disabilities Act of 1990, persons needing special accommodations to participate in the proceeding should contact the Office of the City Clerk at (305) 883-5820 for assistance no later than seven (7) days prior to the proceeding; if hearing impaired you may telephone the Florida Relay Service at (800) 955-8771 (TDD), (877) 955-8773 (Spanish) or (800) 955-8770 (Voice).